

M E D I A   R E L E A S E  
STATE OF TENNESSEE  
DEPARTMENT OF FINANCE & ADMINISTRATION



FOR IMMEDIATE RELEASE  
MAY 25, 2007

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**COVERTN CORRECTS SOFTWARE ERROR AND  
NOTIFIES APPLICANTS**

NASHVILLE, Tenn. — CoverTN experienced a software malfunction in mid-February and early March, resulting in the unauthorized and unintentional release of a limited number of businesses' application information, including Social Security numbers. CoverTN immediately corrected the computer error that caused the release of information after being alerted by a self-employed applicant who received others' information. The error did not affect any information submitted to BlueCross BlueShield of Tennessee, the program's insurer. No personal health information was disclosed.

CoverTN knows of no other unauthorized release of information, or of the release of the information to any other applicants. The one person who received the information cooperated with us fully and is returning the data to us.

CoverTN is contacting employers whose information might have been disclosed inadvertently.

CoverTN takes the security of its businesses' application information extremely seriously and apologizes for this error and for the delay in contacting those who may be impacted. The program is auditing its data security processes to ensure instances like this do not re-occur.

Cover Tennessee offers health insurance to uninsured individuals in Tennessee through three insurance programs and a pharmacy assistance program. CoverTN is an affordable and portable health insurance initiative for uninsured small businesses. Comprehensive insurance for children is provided through CoverKids, and chronically ill adults are eligible for AccessTN, a high-risk pool. CoverRx is a statewide pharmacy assistance program designed to assist those who have no pharmacy coverage, but have a critical need for medication. More information on all Cover Tennessee programs is available at [www.CoverTN.gov](http://www.CoverTN.gov) or by calling 1-866-COVERTN.

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